

# DENTAL NEWSLETTER

For NHS Dental Practices in BaNES , Wiltshire, Swindon and Gloucestershire

Date: January 2019

Issue: 2

If there is anything you think would be useful to share in a future newsletter, please do let us know by emailing us on [england.bgsd-dental@nhs.net](mailto:england.bgsd-dental@nhs.net)

## Welcome

This is the second edition of the Dental Newsletter which aims to assist in keeping practices updated with news, important information and notifications.

## National Dental News - Orthodontic Procurement Update



Contracts have now been awarded to the new providers - these will commence 1 April 2019. Work has started to ensure there is a smooth transition of patients from incumbent to new providers currently on NHS waiting lists. All incumbent providers have confirmed they will be completing patients in active treatment.

The new providers for the BGSW area are as follows:

Gloucester and Forest of Dean	Phoenix Orthodontics
Cheltenham and Tewkesbury	Cheltenham Orthodontics Limited
Stroud and Cotswold	Orthoworld 2000 Limited
Swindon & North East Wiltshire	Dentalcare Limited and Mr A Rehman
BaNES and West Wiltshire	Wells Orthodontics Limited
Salisbury	Salisbury Orthodontic Limited

## IMPORTANT - Action Required!



**NHS Mail Accounts**

Following a recent communication, all practices are reminded that if you have still not applied for or activated an NHS Net email account and provided us with the details, then you should do so without delay. We need to ensure that all information shared through email is done in a secure way. If you have any questions / queries then please do let us know.

Details are provided at the end of this letter to assist you with this process.



**Update NHS Choices**

All practices are able to access NHS Choices and have responsibility to ensure updated information is available about NHS Services offered. NHS Choices is used continuously by 111 to direct patients to services.

Please see below link for instructions on how to do this -

<https://www.england.nhs.uk/wp-content/uploads/sites/12/2015/11/67-nhschoices.pdf>

**NHS Long Term Plan**

[www.longtermplan.nhs.uk](http://www.longtermplan.nhs.uk)

#NHSLongTermPlan



## Important Information for Practice Managers



### Language Line

All practices should be aware that NHS England provides language and interpretation services for NHS Dental Patients. It is the practices responsibility to ensure that this service is being offered to patients who require it and that support is provided to patients to access the service.

To access these services you will need to contact **Language Line on Telephone: 0845 310 9900** and quote **reference number L46383**. Following contact from the practice, Language Line will make the necessary arrangements in order to enable the patient to receive the most appropriate service from them.



## Contact Details

### Contact details for PCSE including payments:

**Generic email:** [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net)  
**Phone:** 0333 014 2884  
**Web:** [pcse.england.nhs.uk/](http://pcse.england.nhs.uk/)  
**PO Box:** Primary Care Support England, PO Box 350, Darlington, DL1 9QN

### Contact details for assistance with COMPASS, contact Dental Services Division:

**Phone:** 0300 330 1348



## Reference Library and Useful Links.

**Dental Policy Book (the guidance used by NHS England to manage your contract):**  
[NHS England » Policy Book for Primary Dental Services](#)

**Link to CQC Website -** <https://cqc.org.uk/>

**Link to GDC Website -** <https://www.gdc-uk.org/>

**Link to BDA Website -** <https://bda.org/>

### **Links to documents or websites.**

This newsletter refers readers to other websites and documents. Where possible we try to find the original source of documents, and print the full website address so that if the link fails to work then readers can copy and paste the web address into their browser and proceed from there. Occasionally it is difficult to find the original source website for the document, in which case we will use a reputable alternative. We will only mail pdf copies of documents with the newsletter if it is unavoidable, because they make the emails large, sometimes blocking email inboxes.



## Service Guides

### NHS.net email addresses for Dental contractors in BaNES, Gloucestershire, Swindon and Wiltshire

All contractors who do not currently hold an active NHS.net email account are invited to apply for one. These enable you to communicate safely and effectively with commissioners and health professionals such as CCGs, GPs and hospitals in situations such as urgent referrals. As CCGs are redesigning the enhanced services offered through optical practices, having nhs.net mail will be a requirement of inclusion in the schemes. Any sensitive information exchanged between NHS.net addresses is secure and has full information governance protection.

- To apply for an nhs.net account, go to the NHS.net portal and follow the guidance under 'Registering Dentists' <https://portal.nhs.net/help/joiningnhsmail>
- Complete the **Data Security and Protection Toolkit** (this has replaced the now obsolete Information Governance Toolkit) <https://www.dsptoolkit.nhs.uk/?AspxAutoDetectCookieSupport=1>
- Send your completed application form and evidence of completing the Data Security and Protection Toolkit to: [servicedesk.scwcsu@nhs.net](mailto:servicedesk.scwcsu@nhs.net)

Note that the form on the NHS.net portal refers incorrectly to the obsolete Information Governance Toolkit (IGT), but the IGT website will correctly refer you on to the DSP Toolkit. The form on the NHS portal gives incorrect guidance about which email address to send the form to. For our area the correct address is [servicedesk.scwcsu@nhs.net](mailto:servicedesk.scwcsu@nhs.net). **At the end of this edition of the newsletter you will find the corrected form if you prefer to use it.**

Some dentists have previously had nhs.net mail accounts that have become inactive; contact [servicedesk.scwcsu@nhs.net](mailto:servicedesk.scwcsu@nhs.net) to ask if they can resurrect it.



## NHSmail account application form for Dentists

Please email your form to your regional contact [Servicedesk.scwcsu@nhs.net](mailto:Servicedesk.scwcsu@nhs.net)

**When you send your form you must provide evidence that you have completed the Data Security and Protection Toolkit by sending an assessment report with your application (one is sufficient per practice). For further information see: <https://www.dsptoolkit.nhs.uk/> Register and/or login then complete the self-assessment tool.**

Name:		Role:	
Email address:			
Organisation name and address:			
Organisation data service (ODS) code (if applicable):		Organisation telephone number:	
<b>Optometrists</b> – GOC registration number:			
<b>Dentists</b> – GDC registration number:			
Does your organisation already hold any NHSmail accounts? Y/N		If yes, please provide the email address(es):	
Number of individual person accounts required, preferred account name and mobile number for each account owner*			
Do you require a shared mailbox for your organisation? If yes, please state the preferred mailbox name (it may not be possible to use the exact name requested). Please also confirm the account owner name and mobile number*			
Reason accounts are required – what type of information will be exchanged and how frequently?			

### Further help

If you do not receive confirmation about your application within two weeks please contact [feedback@nhs.net](mailto:feedback@nhs.net) so the request can be escalated.

\*For identification prior to new account passwords being confirmed.

